

Checklist for Hiring A Home Improvement Contractor

- ☐ Familiarize yourself with your project idea and related construction terminology.
- ☐ Think about specific design and materials.
- ☐ For accurate estimates, clearly describe the work on a specification sheet and provide copies to contractors.
- ☐ Interview at least three contractors.
- ☐ Check license and HIC registration.
- ☐ Check complaint history.
- ☐ Check and confirm references.
- ☐ Get the contractor's insurance information. Call insurance company to verify.
- ☐ Insist on a written detailed contract, including a payment and work schedule.
- ☐ Do not pay more than 1/3 of the contract price before work begins unless special order materials are needed.
- ☐ Have both parties sign and date the contract before any work begins.
- ☐ Have the contractor apply for building permits and ensure the permit is on-site before work begins.
- ☐ Check with your local building department about any job-specific inspections.
- ☐ Put any change orders in writing.
- ☐ Check the work site on a daily basis and record progress and changes.
- ☐ Make final payment **ONLY** after the work is completed to your satisfaction and as outlined in the contract.

For more information on the Home Improvement Contractor law and programs, visit www.mass.gov/consumer or call our Consumer Hotline at (617) 973-8787 or toll-free in Massachusetts at (888) 283-3757.

